20ST20 "00252007

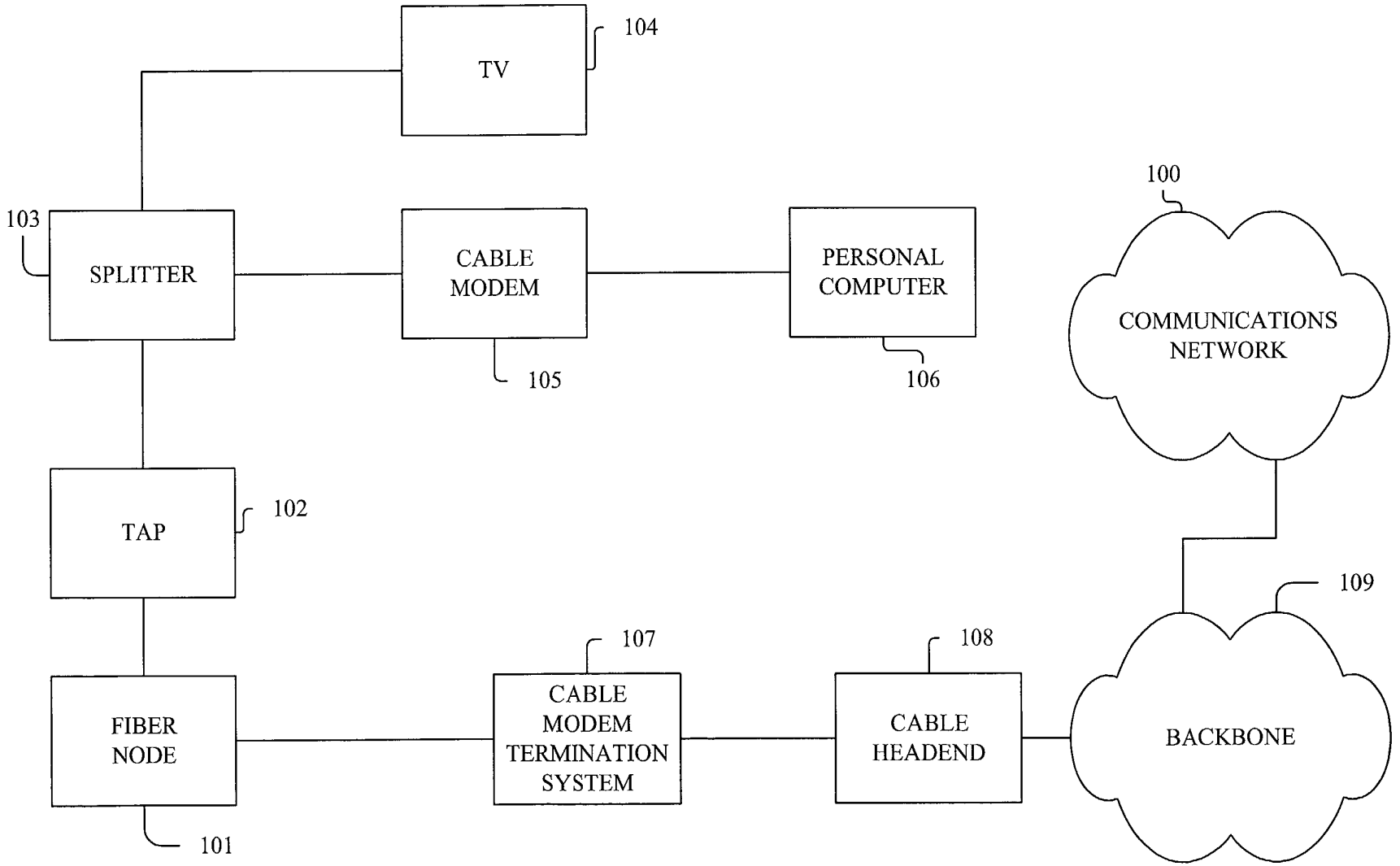
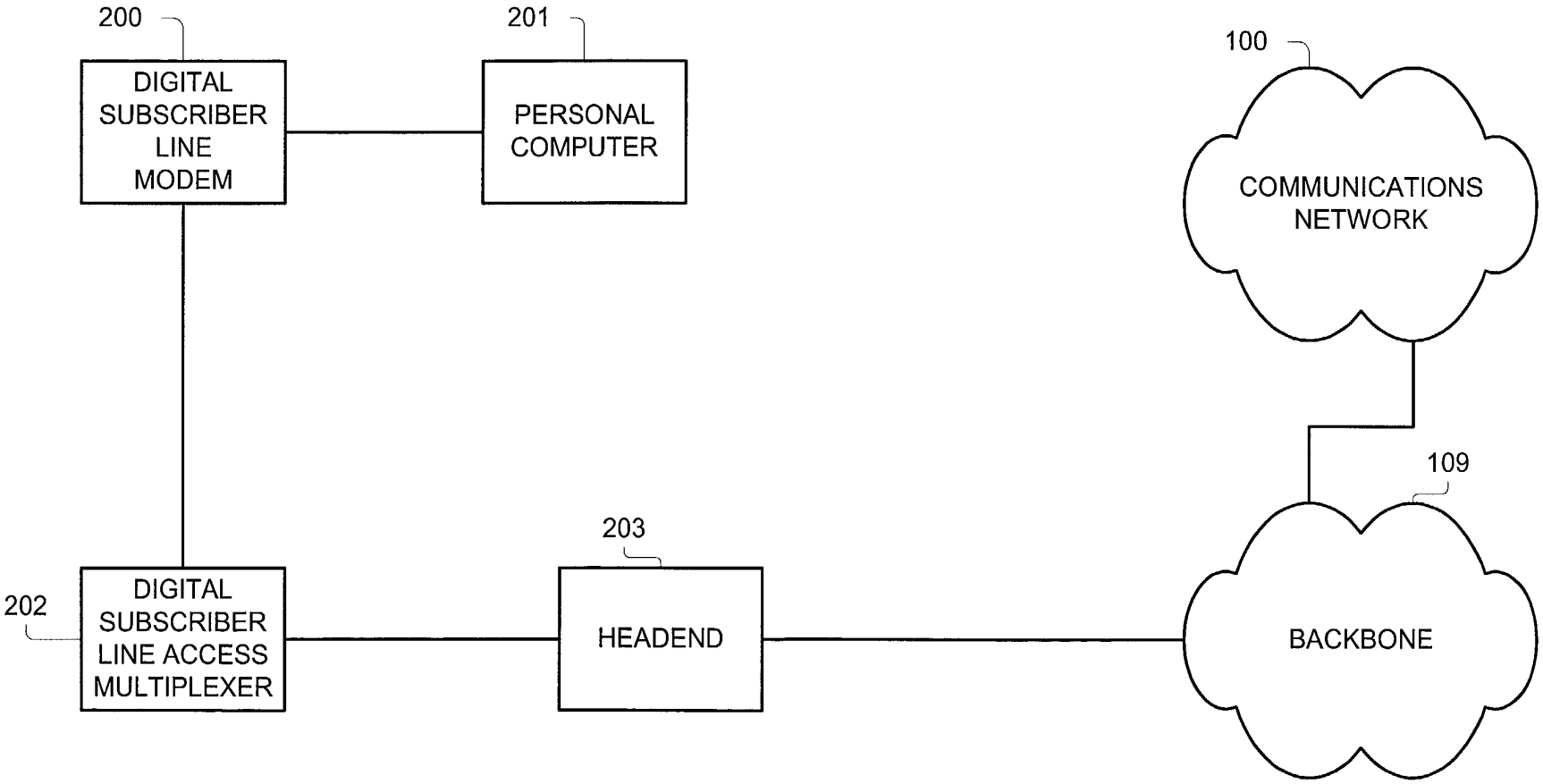


FIGURE 1
BACKGROUND ART

20ST20' 00252007

FIGURE 2



BACKGROUND ART

OBLON, SPIVAK, ET AL
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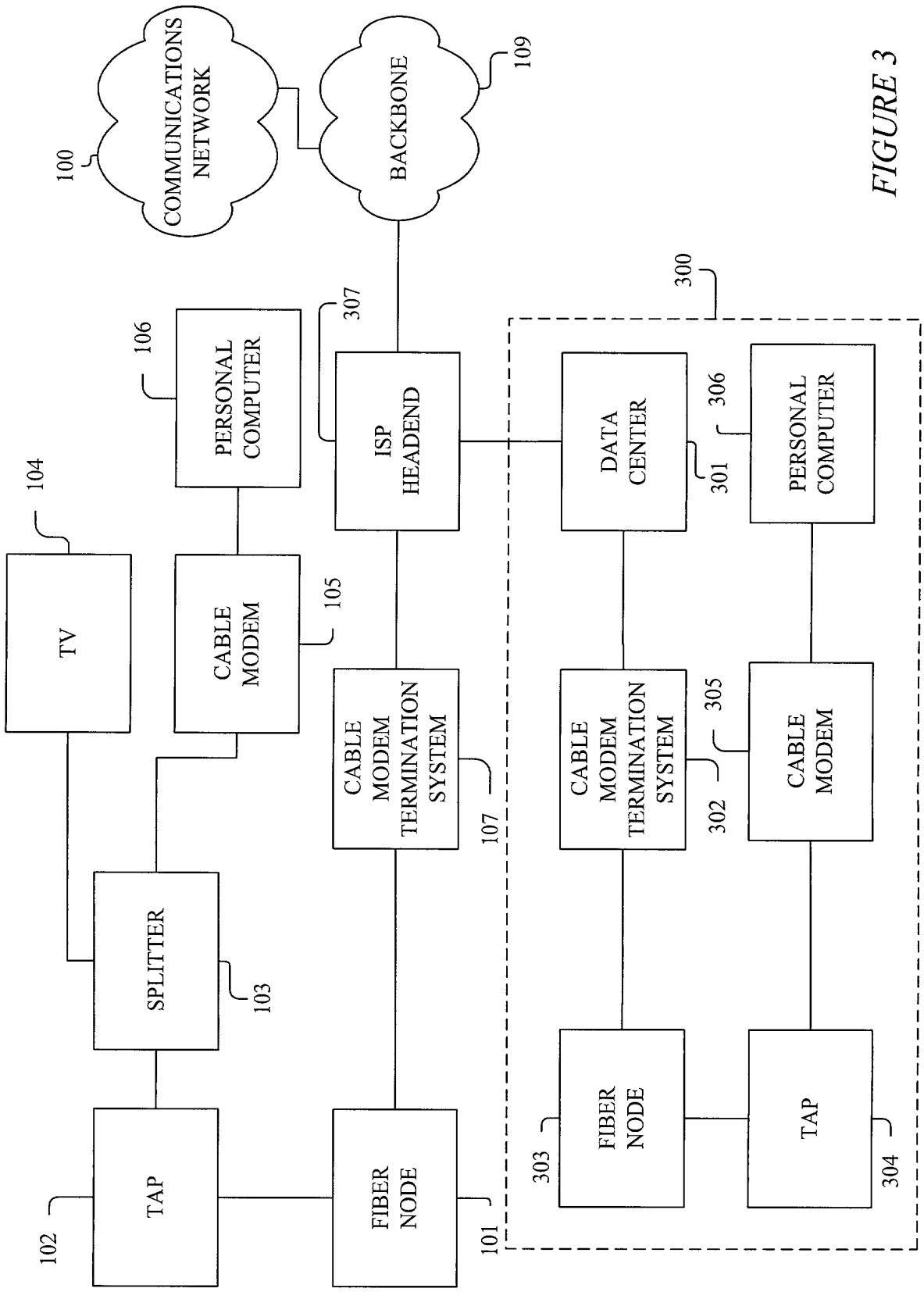
COMMUNICATIONS NETWORK
100
BACKBONE
109
PERSONAL COMPUTER
106
307
ISP HEADEND
DATA CENTER
306
PERSONAL COMPUTER
301
300
104
TV
CABLE MODEM
105
CABLE MODEM TERMINATION SYSTEM
107
CABLE MODEM TERMINATION SYSTEM
305
CABLE MODEM
302
SPLITTER
103
TAP
102
FIBER NODE
101
FIBER NODE
303
TAP
304

FIGURE 3

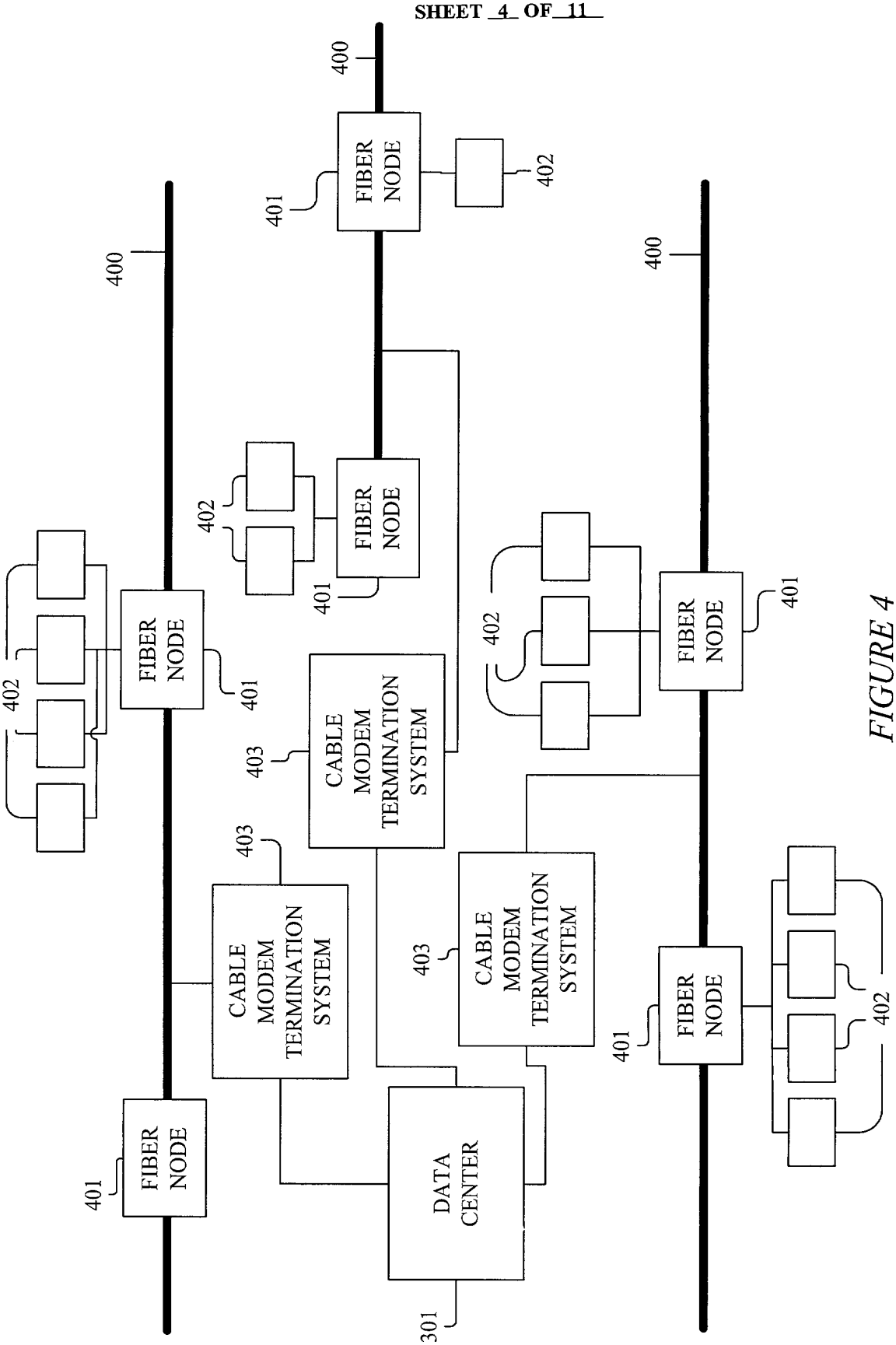
400
FIBER NODE
401
402
CABLE MODEM TERMINATION SYSTEM
403
DATA CENTER
301

FIGURE 4

2057201 0025207

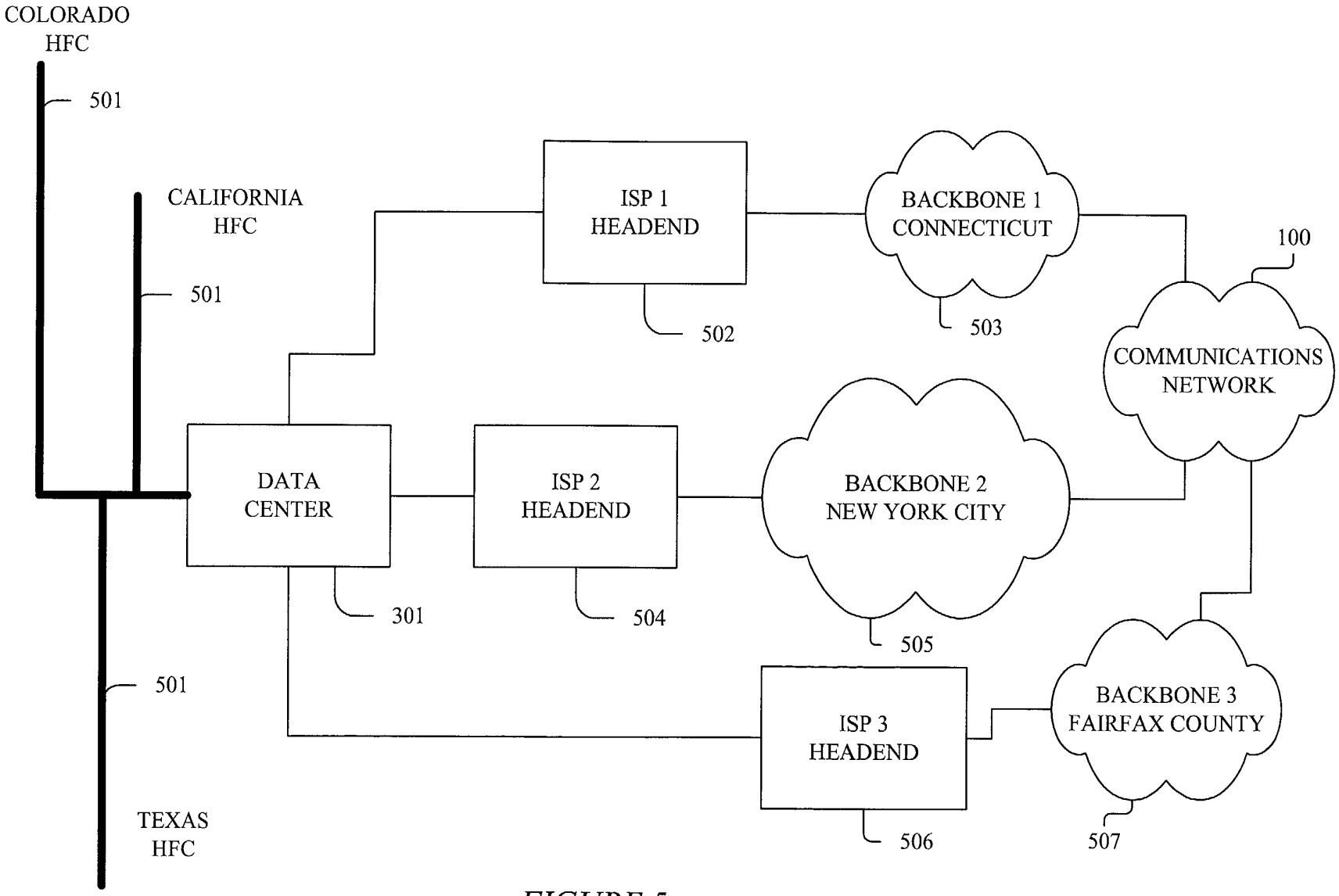

FIGURE 5

OBLON, SPIVAK, ET AL
DOCKET #: 214442US-8
INV: Eugene L. LEW, et al.
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20ST20 0025200T

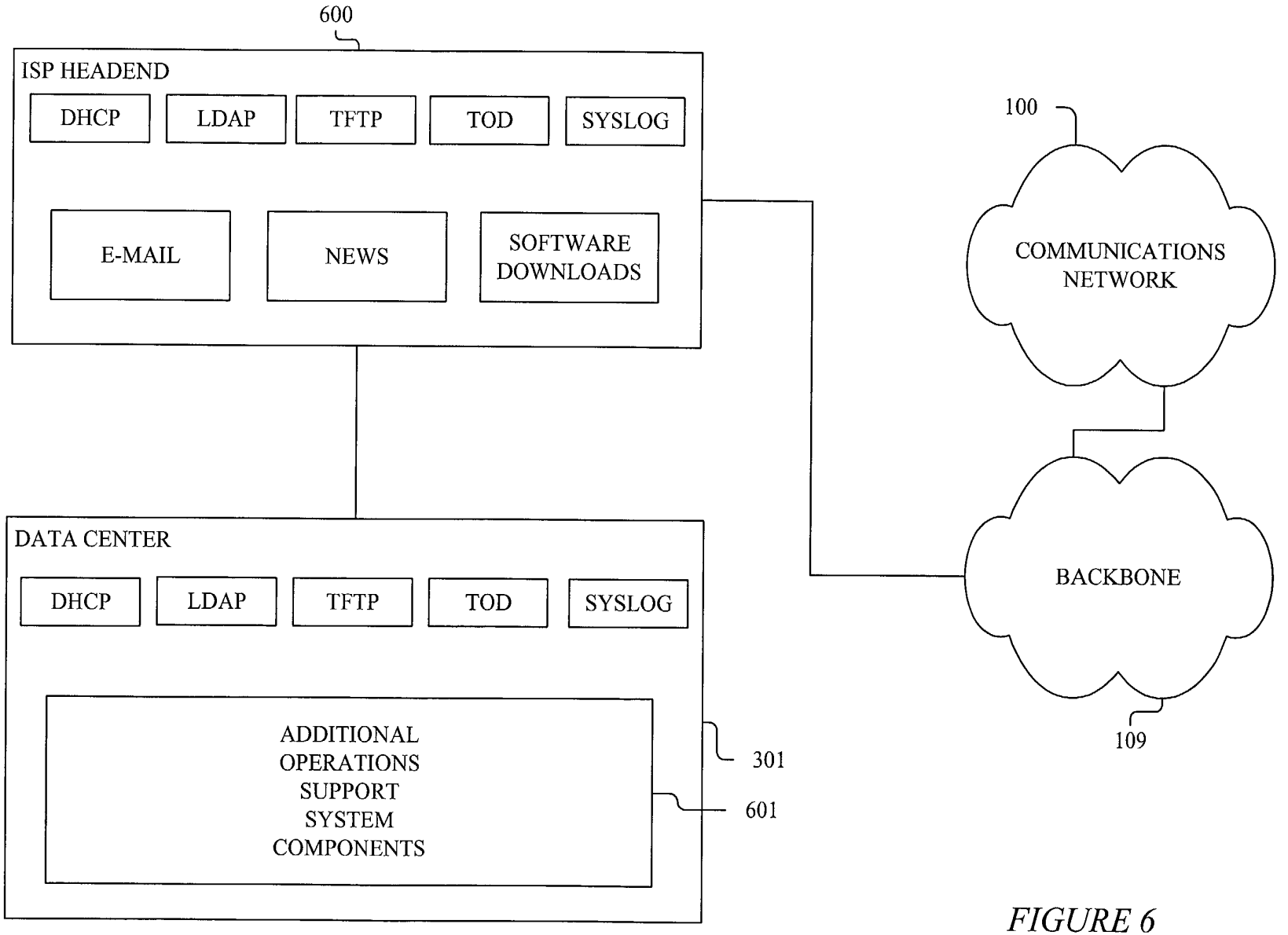

FIGURE 6

OBLON, SPIVAK, ET AL
DOCKET #: 214442US-8
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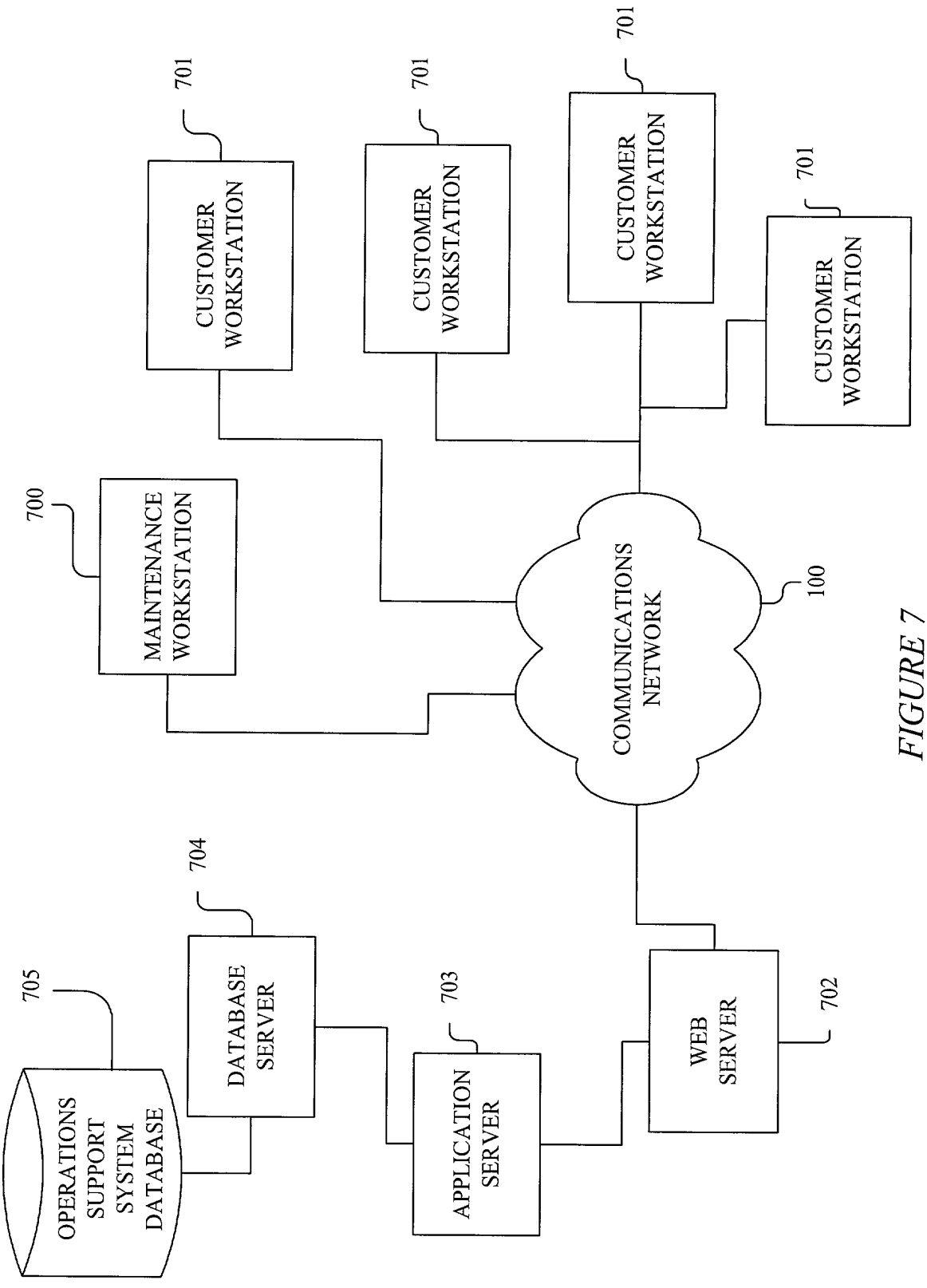
701
CUSTOMER WORKSTATION
701
CUSTOMER WORKSTATION
701
CUSTOMER WORKSTATION
701
CUSTOMER WORKSTATION
700
MAINTENANCE WORKSTATION
COMMUNICATIONS NETWORK
100
704
DATABASE SERVER
705
OPERATIONS SUPPORT SYSTEM DATABASE
703
APPLICATION SERVER
WEB SERVER
702

FIGURE 7

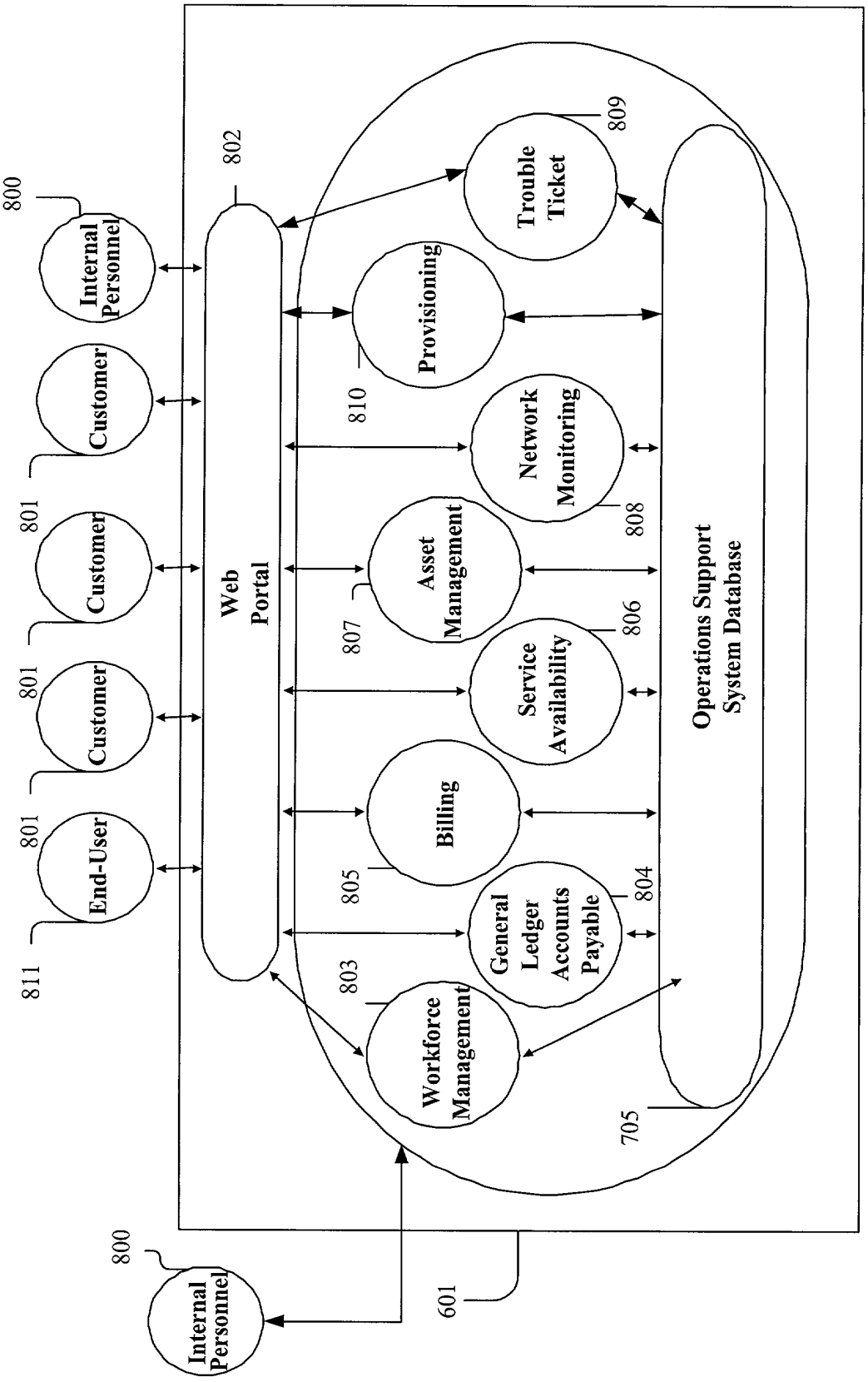
Internal Personnel
800
Customer
801
End-User
811
Web Portal
802
Trouble Ticket
809
Provisioning
810
Network Monitoring
808
Asset Management
807
Service Availability
806
Billing
805
General Ledger Accounts Payable
804
Workforce Management
803
Operations Support System Database
705
601

FIGURE 8

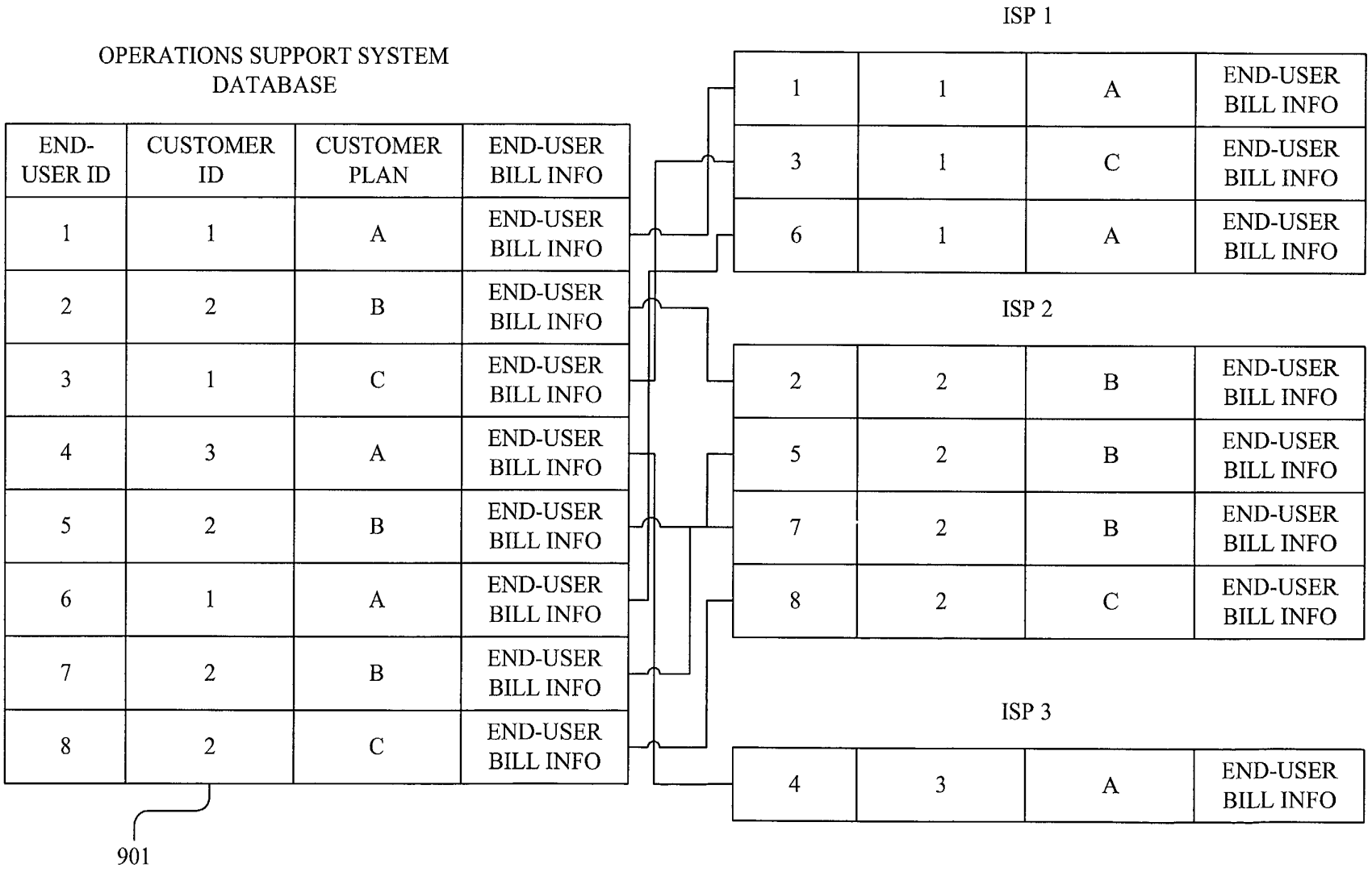

FIGURE 9

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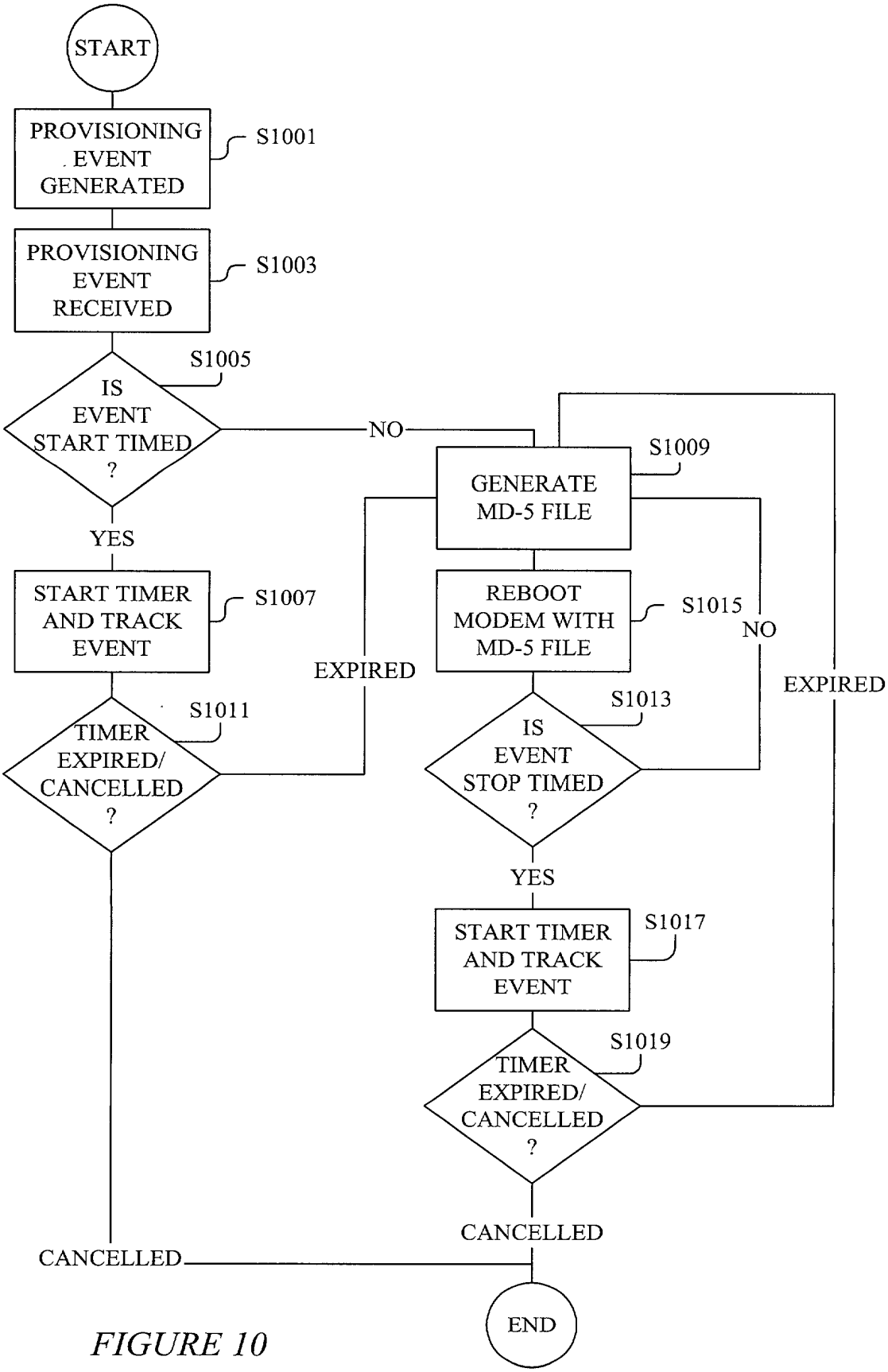
START
PROVISIONING EVENT GENERATED
S1001
PROVISIONING EVENT RECEIVED
S1003
S1005
IS EVENT START TIMED ?
NO
YES
START TIMER AND TRACK EVENT
S1007
TIMER EXPIRED/ CANCELLED ?
S1011
EXPIRED
CANCELLED
GENERATE MD-5 FILE
S1009
REBOOT MODEM WITH MD-5 FILE
S1015
NO
EXPIRED
IS EVENT STOP TIMED ?
S1013
YES
START TIMER AND TRACK EVENT
S1017
TIMER EXPIRED/ CANCELLED ?
S1019
CANCELLED
END

FIGURE 10

OBLON, SPIVAK, ET AL
DOCKET #: 214442US-8
INV: Eugene L. LEW, et al.
SHEET 11 OF 11

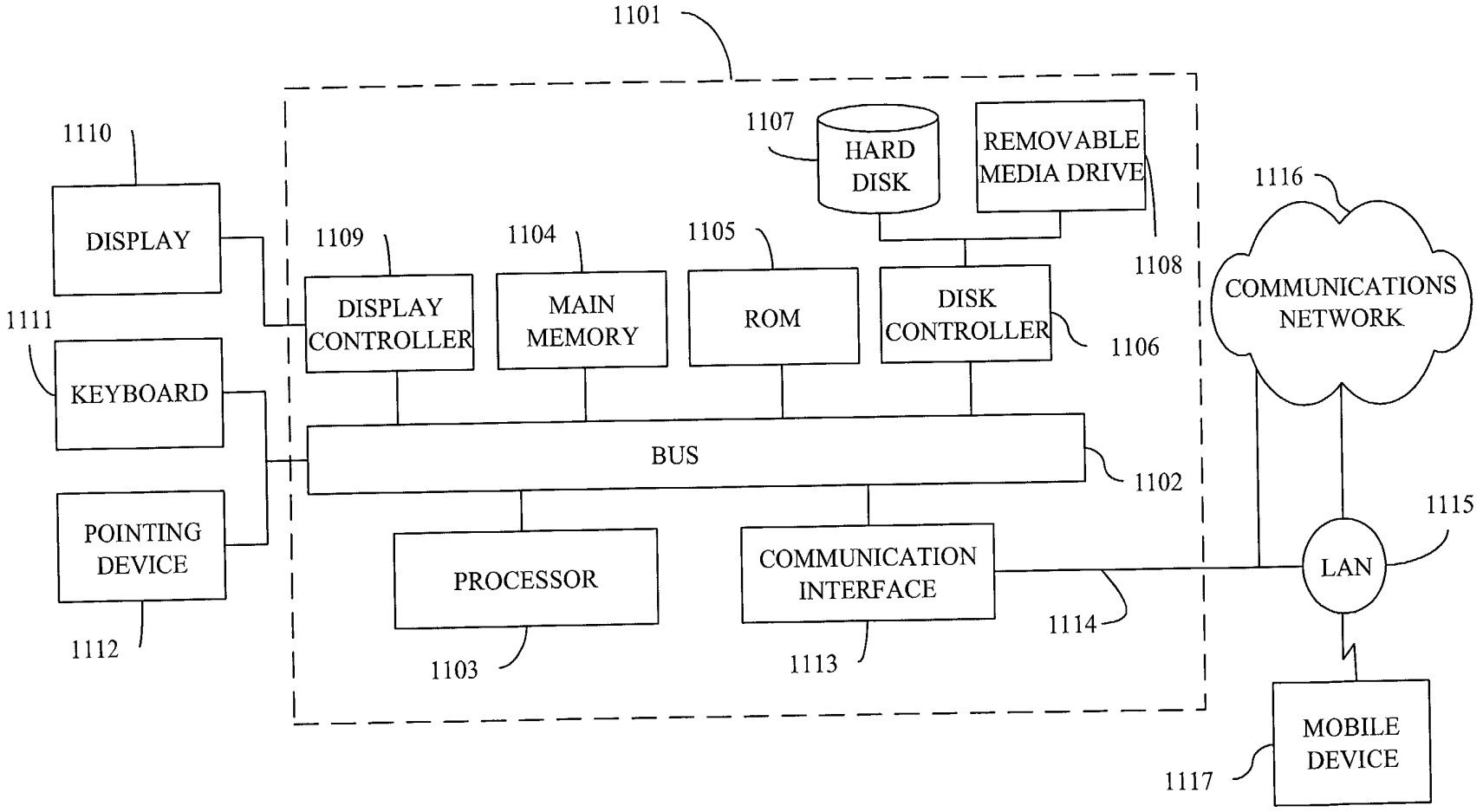

FIGURE 11